

Department of Administration

Information Technology Services Division

IT Service Management Program
Incident Management Process
Change Management Process



Agenda

Gordy Conn

- IT Service Management Program Manager
- IT Service Management Program Overview

Irv Vavruska

- Incident Management Process Manager
- Incident Management Process Overview

Pete Wiseman

- Change Management Process Manager
- Change Management Process Overview

ITSD IT Service Management Program

- Formal, Chartered Program within ITSD
- Steering Committee – Members of ITSD's Executive Management Team
- ITSD IT Service Management Policy

What is Service Management?

IT Service Management is the management of the processes that co-operate to ensure the quality of live services, according to the levels of service agreed with the customer.

- Incident Management
- Change Management
- Service Level Management
- Service Catalog Management
- Request Fulfillment
- Knowledge Management

Program Purpose

Establish and manage the IT service management process framework within ITSD

Provide an organized approach to process development and management

Provide ongoing process measurement, improvement and maturity

Key Benefits

- Documented and Managed Processes
- Defined Roles and Responsibilities
- Efforts Focused on Process Goals
- Increased Customer Focus & Service Improvement
- Better Communication (internal & external)

Program Team

- Gordy Conn, Program Manager
- Teresa Enger, Program Coordinator
- Shawn Kornec, Program Coordinator

Key Program Roles

Program Coordinators

Provide ITIL V3 knowledge and direction as they coordinate process development and implementation efforts.

- Each process development effort is treated like a separate project; coordinators take on somewhat of a PM role
- ITIL training and certification
- Process Development Training

Key Program Roles

Process Managers

Responsible for the day-to-day execution of the process, ensure consistent and effective implementation of the process across all areas of the organization.

- managing the day to day activities of the process
- gathering and reporting on process metrics
- tracking compliance to the process

Key Program Roles

Process Team

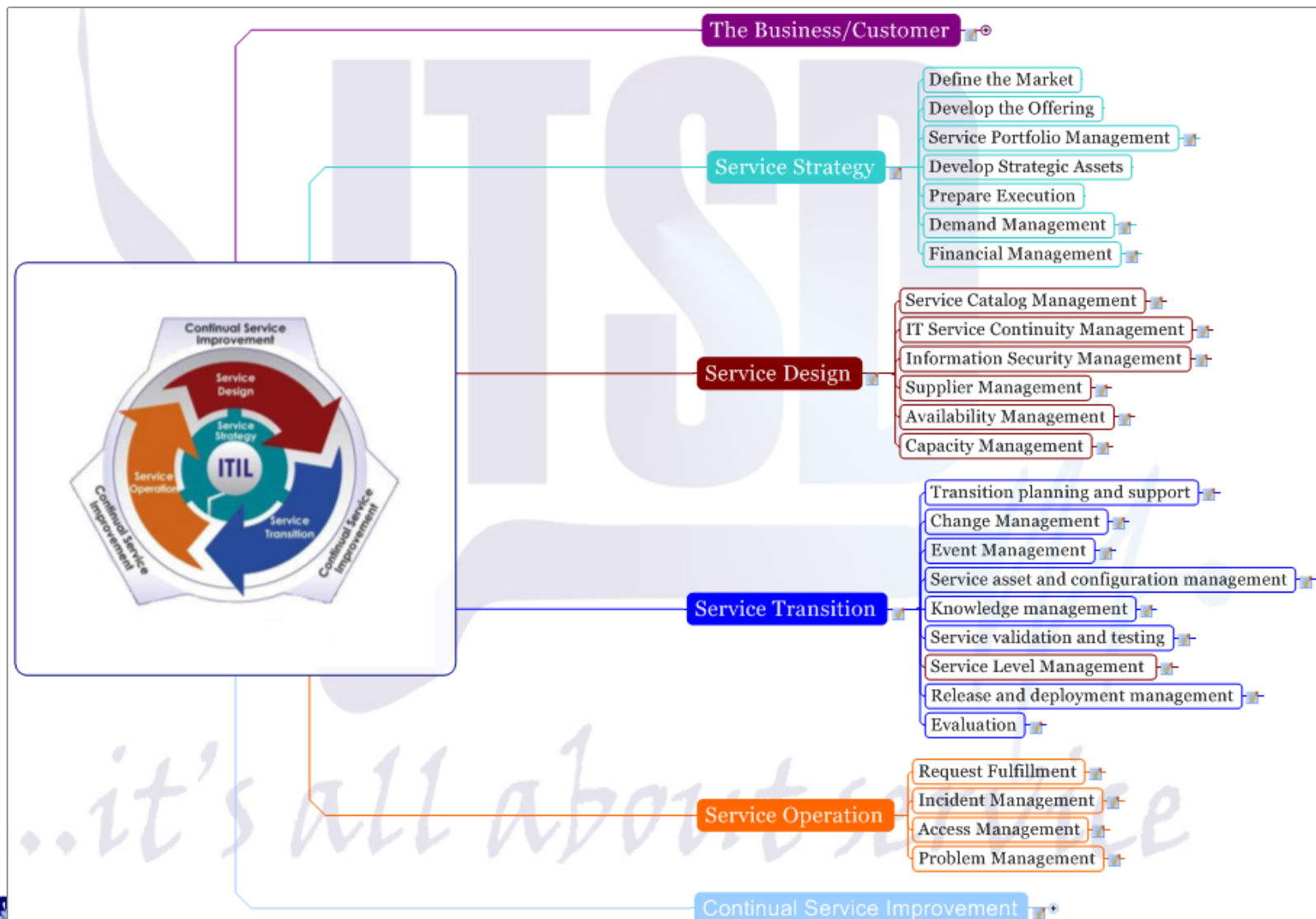
Cross-organizational team that assists in the development as well as the ongoing maturing of the process.

Can include customers

Team Deliverables

- Process Document
 - Goals & Objectives
 - Metrics
 - Roles
 - Process Policies & Governance
 - Process Tool Requirements
 - Activities – Tasks
- Cross-Functional Workflow
 - Process Activities & Tasks by Process Role
- Implementation & Training Plan
- Process and Role Guides

ITIL V3 View of ITSM Processes



Program Plan



Questions?



Incident Management Process

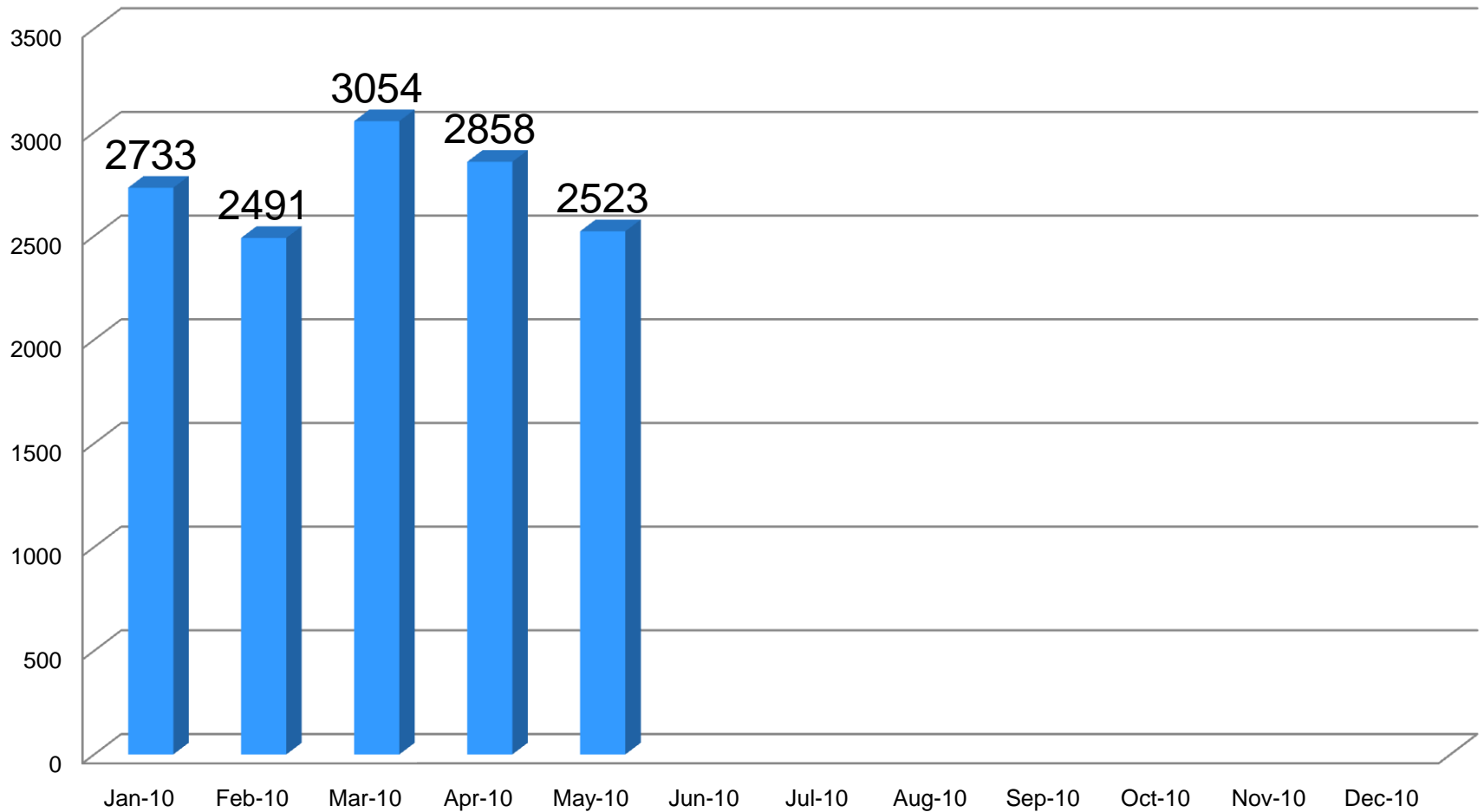
- The Service Desk is the primary point of contact for our IT customers
- The primary objective is to restore “normal service” to users as quickly as possible

Incident Management

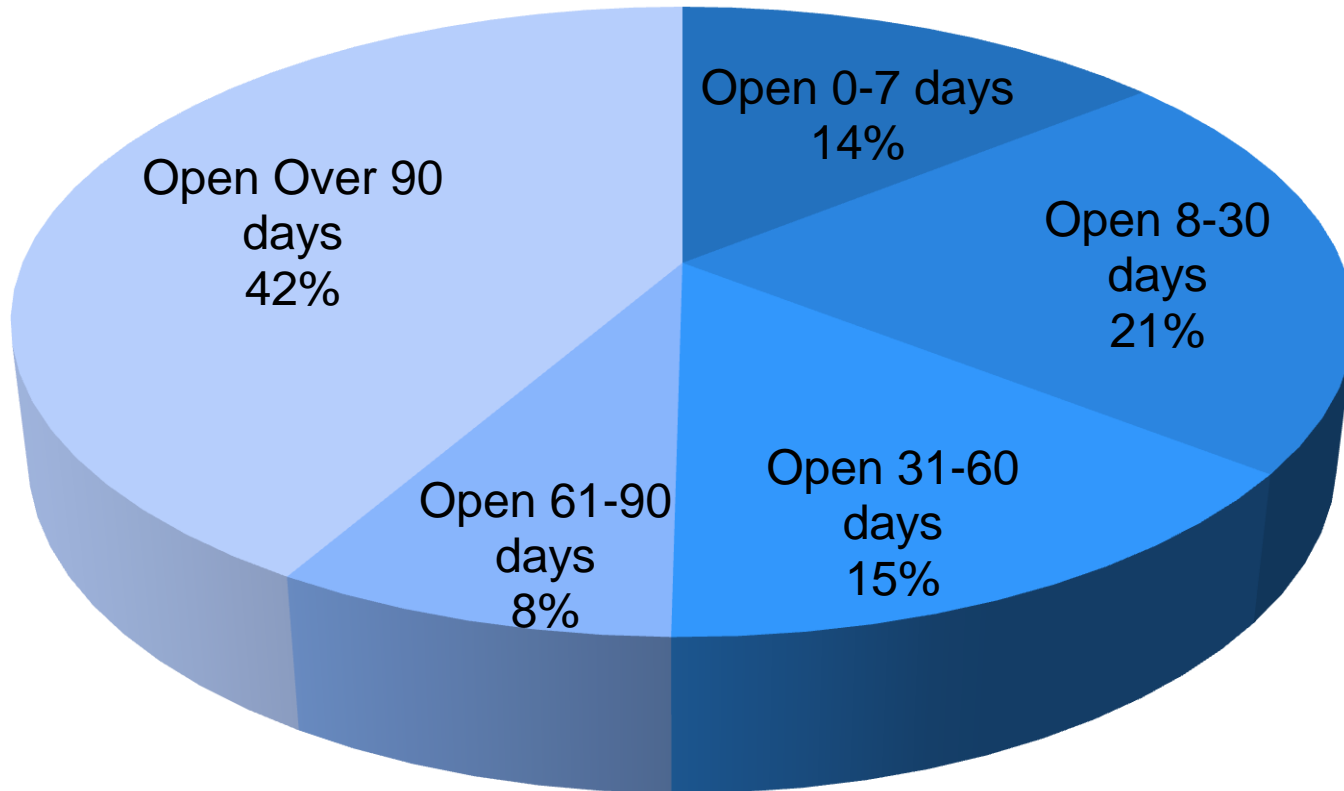
Benefits and Value

- Incidents are monitored and tracked
- Current status of incidents is available
- Identify potential improvements to services
- Identify service or training requirements
- Ensure consistency
- Provide a higher quality of customer service
- Measure and check metrics
- Get customer feedback

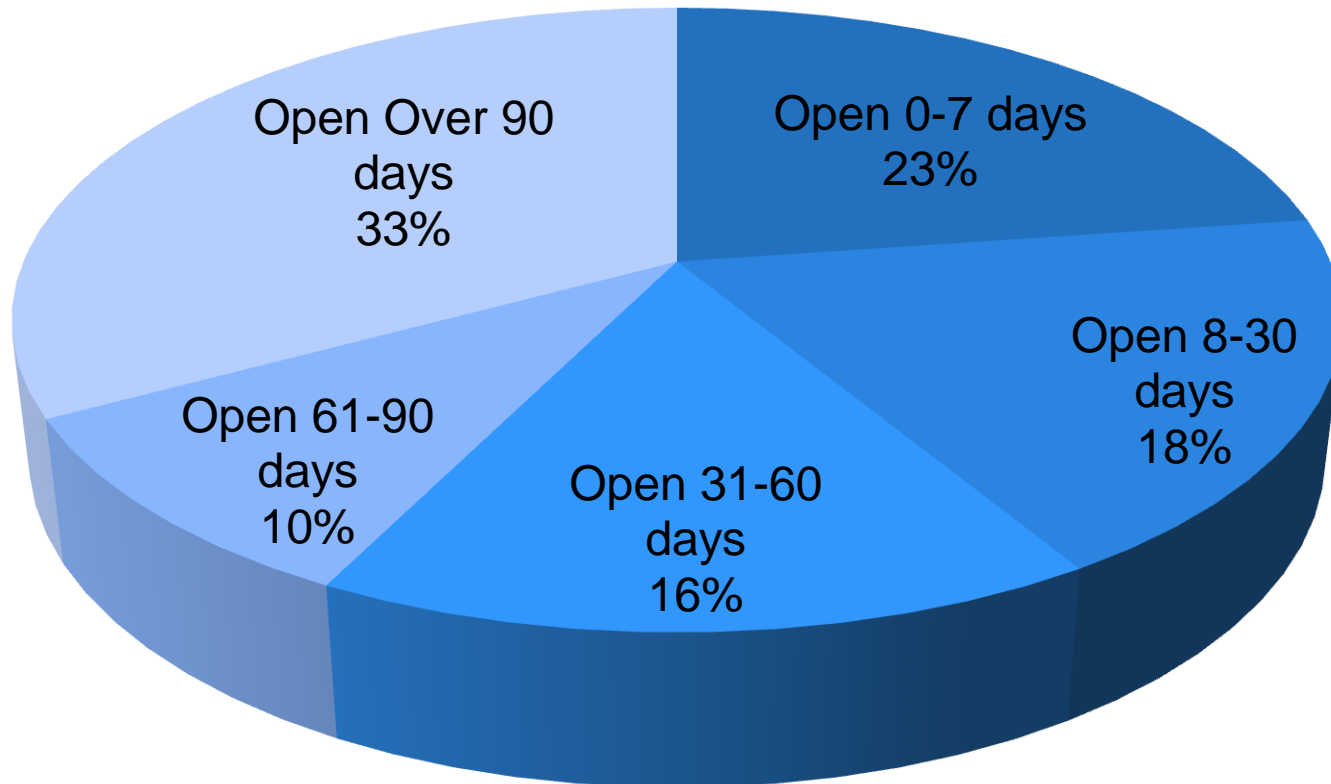
Calls/Incidents Opened each Month



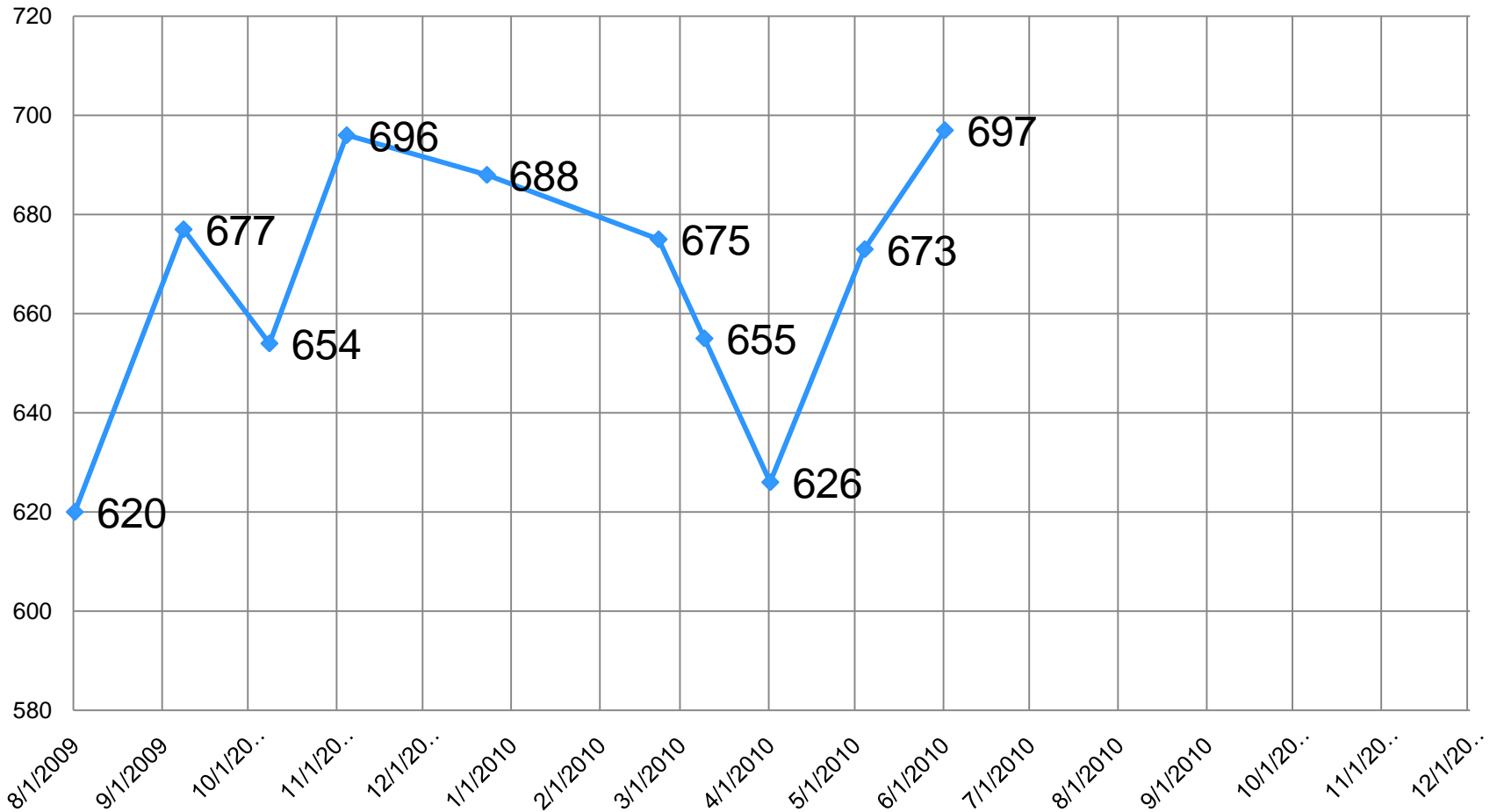
Aging Incident Report as of 2/21/2010



Aging Incident Report as of 6/1/2010

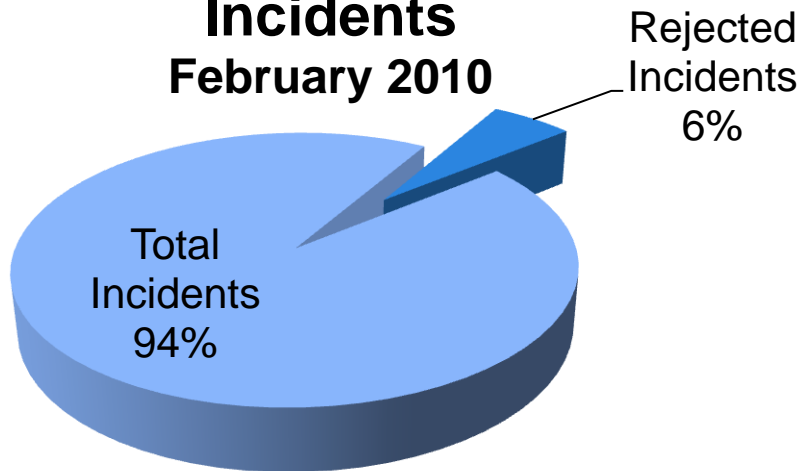


Open Incidents by Date

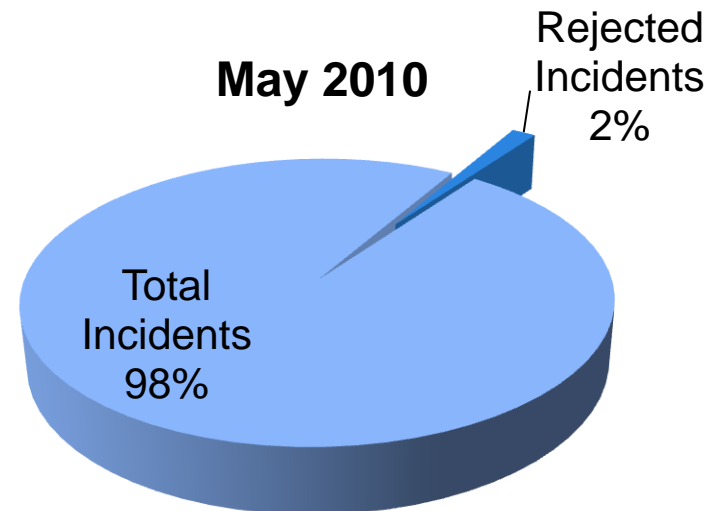


Percent of Miss-Assigned Incidents

February 2010



May 2010



Questions?



ITSD Change Management Program

Focus Points

- Awareness
- The Importance of Keeping Customers Informed of Changes
- Impact on State Business (Access to State Government is no longer 8 to 5 M-F)
- Risk Management

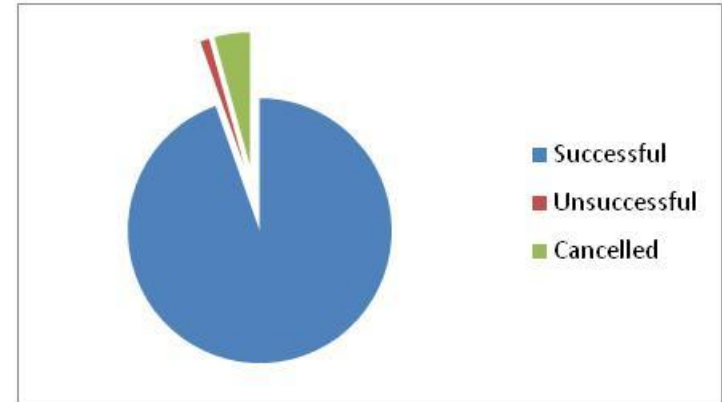
ITSD Change Management Program

Average 92 Change Requests per Month

Average 95% Success Rate

Average 1% Unsuccessful

Average 4% Cancelled Requests



Average 8% Urgent Changes

Average 23% Major Changes

Average 69% Minor Changes



Risk Calculator

Based on your selections this change is Level **X**

<u>Backout</u>		<u>Security</u>		<u>Documentation</u>	
Difficult or not desired	4	Security rules affected	3	Considerable amount	4
Possible but not easy	3	Access affected	2	Moderate amount	3
In place, easy to do	2	None	0	Minimal amount	2
Routine	1			Basic logging only	1
<u># Users Affected</u>		<u>User Education required</u>		<u>Prep Time Required</u>	
> 2000	8	Considerable	4	> 30 days	4
1000 - 1999	6	Moderate	3	15-30 days	3
251 - 999	4	Minimal	2	5-15 days	2
61 - 250 clients	2	None	0	1-5 days	1
0 - 60	1				
<u>Business Impact</u>		<u>Outage Scope</u>		<u>Resources Required</u>	
Major, high profile	4	Complete system	8	3 or more groups	4
Major, not high profile	3	Partial system	6	2 people, multiple groups	3
Medium	2	Single item	2	2 people, same group	2
Minor	1	None	0	1 Engineer	0
<u>Experience</u>		<u>Maintenance Window</u>		<u>Number of User Sites</u>	
No Experience	4	Outside	8	Enterprise	8
Previous problems	2	Inside	0	Region	4
Successfully completed	0			Multiple Sites	2
				Single Site	0
<u>Critical Business Unit</u>					
Yes	4				
No	0				

Questions?

